

## NCQA RETURN AND EXCHANGE FORM

### Return Policy

1. NCQA is unable to accept returns of e-pubs and Web-based pubs. Electronic publications and web-based publications may not be refunded or exchanged.
2. A processing fee of 15% of the total returned items will be charged for all returns.
3. NCQA will accept returns of hard copy publications and specialty items that are accompanied by the original invoice within 30 calendar days of delivery of the order. Returned hard copy publications and products must be in original condition. NCQA has the right to refuse any return if the item is damaged and not in original condition.
4. When returning or exchanging an item, complete and include this form with the package. Be sure that all packages sent to NCQA are traceable and sent *via* UPS or the U.S. Post Office. NCQA is not responsible for lost packages. If the return is a result of our error (you received an incorrect or defective item), contact NCQA Customer Support at (888) 275-7585 before returning the item.

Please send items being returned to: **NCQA Returns, 1100 13th St., NW, Suite 1000, Washington, D.C. 20005**

### CUSTOMER INFORMATION (PLEASE PRINT)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_ Credentials: \_\_\_\_\_  
(i.e., M.D., RN, CPHQ., etc.)  
Organization: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email Address: \_\_\_\_\_

### RETURNED ITEM

Publication Title: \_\_\_\_\_  
Order Number: P1 \_\_\_\_\_ \*Amount paid: (minus shipping & handling) \$ \_\_\_\_\_  
Minus 15% processing fee: \$ \_\_\_\_\_  
Credit available for refund or to apply to replacement publication: \$ \_\_\_\_\_

*Shipping and handling charges are NOT refundable. Sales tax, if paid, (MD 6% and DC 5.75%) is refundable.*

### PLEASE INDICATE THE REASON FOR YOUR RETURN OR EXCHANGE BELOW.

- |  |   |
|--|---|
| <input type="checkbox"/> Wrong item received                       | <input type="checkbox"/> Someone else in company ordered item         |
| <input type="checkbox"/> Wrong item ordered                        | <input type="checkbox"/> Item is not what expected                    |
| <input type="checkbox"/> Incorrect quantity                        | <input type="checkbox"/> Person who ordered item no longer works here |
| <input type="checkbox"/> Item no longer needed                     | <input type="checkbox"/> Received damaged item                        |
| <input type="checkbox"/> Received item free at Educational Seminar | <input type="checkbox"/> Other _____                                  |

